

## Trends in Member Satisfaction - Hoosier Care Connect

The Consumer Assessment of Healthcare Providers and Systems, or CAHPS, survey is administered to a sample of members. The survey is conducted by an independent research firm hired by each MCE that is certified by the National Committee for Quality Assurance. One survey instrument is specific to children and another survey instrument is specific to adults.

### What is asked on the survey?

### What was the member's feedback about the MCE on these questions?

#### Composite Ratings

Anthem		
CY 2017	CY 2018	CY 2019

MHS		
CY 2017	CY 2018	CY 2019

*Members are asked to give a rating of 1 to 10 on the survey (10 is best).*

*The percentages shown are the percent of members who gave the MCE a score of 8, 9 or 10.*

Rating of the MCE  
Rating of their own health care  
Rating of their personal doctor  
Rating of specialist seen most often

Survey of Children's Parents and Teenagers					
79.1%	79.3%	84.56%	84.0%	84.7%	83%
79.0%	82.7%	85.98%	83.2%	82.7%	87%
85.7%	87.5%	86.20%	88.5%	85.7%	88%
90.0%	87.1%	87.82%	89.1%	88.0%	86%

Rating of the MCE  
Rating of their own health care  
Rating of their personal doctor  
Rating of specialist seen most often

Survey of Adults					
78.9%	78.1%	78.0%	75.1%	74.3%	77%
74.0%	72.9%	71.53%	72.7%	71.4%	70%
80.2%	80.9%	83.83%	81.6%	78.7%	84%
78.3%	84.2%	85.39%	85.8%	85.8%	84%

#### Composite Scores on Key Measures

*For each question, members can answer "Always", "Usually", "Sometimes" or "Never".*

*The percentages below are when members responded "Always" or "Usually".*

MCE Customer Service  
Getting Needed Care  
Getting Care Quickly  
How Well Doctors Communicate

Survey of Children's Parents and Teenagers					
93.8%	87.8%	88.16%	87.0%	89.7%	88%
79.5%	85.7%	84.97%	86.1%	87.3%	88%
94.4%	93.1%	92.26%	88.8%	90.6%	94%
90.9%	94.4%	93.38%	94.4%	93.5%	93.0%

MCE Customer Service  
Getting Needed Care  
Getting Care Quickly  
How Well Doctors Communicate

Survey of Adults					
88.2%	94.0%	88.82%	87.8%	89.6%	88%
84.8%	82.8%	84.21%	83.7%	83.3%	84%
84.6%	82.7%	83.17%	84.5%	83.3%	84%
89.4%	90.4%	91.76%	90.0%	89.3%	92%